

## **CEDAR BROOK PRACTICE**

### **PPG MEETING**

#### **MINUTES 23<sup>rd</sup> November 2017**

#### **1. Approval of minutes**

Minutes of meeting held on the 27<sup>th</sup> July 2017 were approved, no amendments:

#### **Matters Arising**

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- DNA's wasted time is now put on poster
- No particular issues with individual Dr's waiting times
- Job offer gone out for a new full time Dr – will work 4 days a week
- No further news on the PMS review
- Simons prescription query – we remove any repeat prescription items that have not been requested for a year
- Telephones – no point in changing the system until we get more people using online services as need to reduce the traffic.

#### **2. PPG Promotion**

GH Chairperson has asked if all members of the PPG can let Julie or Sue have a one line personal profile to go up on the website, including picture if desired. It was agreed 50 words maximum. Members of PPG who were present at meeting were happy to do this.

#### **3. Patient Surveys**

##### **a) In House**

Sue W had collected the data from the in house survey and the 5 top things to improve on were as follows:

- Telephone system – Members of the PPG would still like the telephone system update to go ahead as a priority.
- The clinicians calling system is very hard to hear
- Need more reception staff
- Need 2 people on the front desk all the time
- More appointments – Sue W explained that the extended hub can be used for appointments. J M had used this service and was pleased with it.

##### **b) National**

- Telephone system
- Reception
- Ability to get an appointment
- Experience of making an appointment
- How convenient was your appointment

##### **c) Action Plan**

Group to come up with ideas on how things could be improved at the practice following the results of the in house and national surveys - for discussion at the next PPG meeting. **ALL to action**

#### 4. Practice Update

##### a) Patient Access

Sue W explained how to use patient access and gave the form for patient access to those present at the meeting.

Once you have been registered you will be given a user ID and password.

Then you will need to log on to <http://patient-access.co.uk>

There is also an app that can be downloaded onto your mobile telephone.

Malcolm Coleman has kindly been testing patient access. The only issue Malcolm has come across at the moment is trying to book an emergency appointment.

Sue W thanked Malcolm on behalf of the Practice.

##### b) GP vacancy

Job offer has gone out for a full time GP who will work 4 days a week.

##### c) Use of extended hours

Sue W advised the meeting that details of the extended access hub is now on the web site on the right hand side menu. Some discussion took place about the title on side menu and it has been suggested that it should read as "Out of hour's appointments at another location"

**SW to see if this is possible.**

##### d) Additional services

Nothing discussed

#### 5. AOB

- Could lines been put down both sides of the stairs for those that are partially sighted. Also could the lights on stairs be made brighter? There was a problem with a patient when the lift was out of order. Sue W also advised that if there is a problem with seeing a GP upstairs arrangements can be made for patient to be seen downstairs.

##### **SW to look into**

- Pregabalin will it become a controlled drug – As advised by our Pharmacist Pregabalin will become a controlled drug in the future once the Government has finished the consultation.
- Sue W advised the meeting about the survey "Seeking your views on accessing GP services in Hillingdon seven days a week". The survey is being run by Healthwatch Hillingdon; closing date for the survey is 12<sup>th</sup> January 2018.
- Sue W advised meeting she will be off from 10<sup>th</sup> Dec for another hip replacement.
- **All** – to let JW/GH have any agenda items for next time.

**DATE FOR NEXT MEETING – THURSDAY 22<sup>nd</sup> February 2018**